

	Installation Performance								
Type of Facility or Service	Number of Installs/ Orders	FOC Response Time of RBOC	Install/Turn-Up Interval (Scheduled)	Percent on Time	Mean Install Time (Actual)	Median Install Time (Actual)	Standard Deviation of Install Time (Actual)	Number of Installs Rescheduled at RBOC Request	# Delayed Due to NXX Jeopardy
Special Access/ Private Line DS3									N/A
Special Access/ Private Line DS1									N/A
Special Access/ Private Line DS0									N/A
NXX Code Activation									
Physical Collocation									N/A
Virtual Collocation									N/A
Resale									N/A
Number Portability									N/A

*Multiplexing installations and failures on special access lines and trunks (DS3, DS1,DS0) are measured within those facility categories rather than as a separate facility category.

INTERCONNECTION AND COLLOCATION PERFORMANCE REPORT

Quarter/Year ____ / ____

Study Group Classification _____

(TCG/RBOC Affiliates/10 Largest Retail Customers/Top 3 IXC's/Major CLECs)

	Ongoing Service Performance						Grade of Service	
Type of Facility or Service	Number of Failures	% Failure Rate	Percent Availability	Mean Time to Repair	Median Time to Repair	Standard Deviation of Time to Repair	Bit Error Rate	Blocking Percentage at end office**
Unbundled Loops/(POTS)							N/A	N/A
CLEC Interconnection Trunks - Inbound							N/A	
CLEC Interconnection Trunks - Outbound							N/A	
CLEC 911 Interconnection Trunks							N/A	
CLEC Gateway Interconnection Trunks							N/A	
IntraLATA Presubscription Interconnection Trunks							N/A	
911 Database Updates							N/A	N/A
Special Access/Private Line DS3								N/A

	Ongoing Service Performance						Grade of Service	
Type of Facility or Service	Number of Failures	% Failure Rate	Percent Availability	Mean Time to Repair	Median Time to Repair	Standard Deviation of Time to Repair	Bit Error Rate	Blocking Percentage at end office**
Special Access/ Private Line DS1								N/A
Special Access/ Private Line DS0								N/A
NXX Code Activation							N/A	N/A
Physical Collocation							N/A	N/A
Virtual Collocation							N/A	N/A
Resale							N/A	
Number Portability							N/A	

*Multiplexing installations and failures on special access lines and trunks (DS3, DS1,DS0) are measured within those facility categories rather than as a separate facility category.

**The blocking percentage must be measured at the end office rather than at the tandem switch. RBOC capability to subtend end offices enables them to route a significant portion of their traffic to bypass the tandem switch.

**Interconnection and Collocation Performance Monitoring
Performance Matrix - Definitions**

Installation Performance Categories

1. **Number of Installs/Orders** -- The total number of service orders issued for each type of facility or service, including NXX Code Activation requests and requests for physical or virtual collocation.
2. **FOC Response Time of ILEC** -- The number of days between the date that an order is submitted and the time that it establishes a FOC (firm order commitment) for the order. A FOC sets a due date for the installation service order (sometimes referred to as the "FOC date").
3. **Install/Turn-Up Interval** -- The number of days between the date that an order is received (established on the FOC for each service order) and the date that the order is due to be performed. This performance category measures the average *scheduled* time-frame for completion of installations or turn-ups, rather than the *actual* time-frame.
4. **Percent on Time** -- The total number of service orders that were completed on time divided by the total number of service orders. This measurement does not distinguish between original FOC dates and rescheduled FOC dates (Item 8 below).
5. **Mean Install Time (Actual)** -- The mean average of the total number of days that the carrier *actually* took to process installation orders during the reporting period.
6. **Median Install Time (Actual)** -- The median of the total number of days that the carrier *actually* took to process installation orders during the reporting period (50% of the installation times fall above this figure and 50% fall below it).
7. **Standard Deviation of Mean Install Time (Actual)** -- The standard deviation of the median average of the total number of days that the carrier *actually* took to process installation orders during the reporting period.
8. **Number of Installs Rescheduled at ILEC Request** -- This is the total number of service orders that required a rescheduling to a *later* FOC date (service order due date) at the request of the ILEC.
9. **# Delayed Due to NXX Jeopardy** -- The total number of installations or turn-ups that were delayed due to NXX jeopardy. It measures the impact of NXX jeopardy on retail customers, carrier customers and competitors.
10. **CLEC Gateway Interconnection Trunks** -- These are switched access trunks jointly provided by the ILEC and CLEC.
11. **IntraLATA Presubscription Trunks** -- Distinct intraLATA presubscription Feature Group D interconnection trunks.

Ongoing Service Performance

1. **Number of Failures** -- The total number of trouble reports where the source of the trouble was determined to be the carrier-provider's service problem.
2. **Percent Failure Rate** -- The total number of network failures (Item 1) divided by the total number of circuits, NXX Code Activations or Collocations the study group classification has purchased from the carrier-provider.
3. **Percent Availability** -- Percentage of time that the ordered circuits are available. To determine this percentage, the carrier-provider should do the following:
 - ▶ Multiply the total number of circuits by the total hours in the report period to establish the total hours of service availability for the report period.
 - ▶ Add all of the measurable time (hours and minutes) for only the Network Reports to establish the total non service availability hours for the report period.
 - ▶ Subtract the "non service availability" hours from the "total service availability" hours; to obtain the percentage available, divide the result by the "total service availability" hours.

(continued)

4. **Mean Time to Repair (MTTR)** -- Mean average of the time to restore service on a trouble call (from the time the carrier-provider receives a trouble call until the service is restored).
5. **Median Time to Repair (MTTR)** -- Median average (50% of the repair times fall above this figure and 50% fall below it) of the time to restore service on a trouble call (from the time the carrier-provider receives a trouble call until the service is restored).
6. **Standard Deviation of the Time to Repair (MTTR)** -- The standard deviation of the median average of the time to restore service on a trouble call (from the time the carrier-provider receives a trouble call until the service is restored).

Grade of Service

1. **Bit Error Rate** -- This measures the bit error rate on private lines, non-switched lines and trunks.
2. **Blocking Percentage** -- This reports the percentage of time a CLEC trunk is blocked from carrying additional traffic. This is measured by the ILEC, with respect to ILEC customer calls that are blocked from being completed to the CLEC. This should be measured on a trunk by trunk basis, both for "Time Consistent Busy Hour" (TCBH) and "Average Bouncing Busy Hour" (ABBH). Because this information is overall network affecting, and is readily available for switch records, it should be reported monthly by trunk group. TCG believes CLECs should provide comparable reports to the ILEC.

Updated Information

Where the RBOC receives or accepts corrected quality reporting information for prior periods, it shall update past reports.

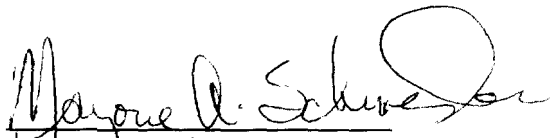
CERTIFICATE OF SERVICE

I, Marjorie A. Schroeder, do hereby certify that a copy of the foregoing Further Comments of Teleport Communications Group Inc. was hand delivered this 19th day of February, 1997 to the following:

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